



HT-023-3:2012

TOURIST GUIDE COURSE

By

GEO TRAINING STUDIO

INTRODUCTION

DISCUSSION

CAREER AS A TOUR GUIDE

- ▶ DI MANA TOUR GUIDE BEKERJA?
- ▶ BERAPA BAYARAN SEORANG GUIDE?
- ▶ APA PERBEZAAN SEORANG TOUR GUIDE & TOUR LEADER?
- ▶ BOLEHKAH SEORANG GUIDE MEMBUAT PEKEJ SENDIRI?
- ▶ APA KAH CIRI2 KEPERBADIAN SEORANG GUIDE?

City Guide Course

HT-023-3

- ▶ Human Resource Ministry
 - ▶ Jabatan Pembangunan Kemahiran



- ▶ MOTAC
 - ▶ Ministry of Tourism, Arts and Culture



The functions of 2 Ministries

- ▶ JPK – Jabatan Pembangunan Kemahiran

- ▶ Syllabus - NOSS

- ▶ (National Occupational Skill Standard)

- ▶ 11 Modules (500 hours)

- ▶ Code Registration HT-023-3:2012

- ▶ PPL (Penilaian Pegawai Luaran)

- ▶ Attendance : 80% Compulsory

**NEED TO PASS
PPL**

**Then can sit for
MOTAC Exam**

- ▶ MOTAC (Ministry of Tourism, Arts and Culture)

- ▶ Motac Examination

- ▶ Written (ONLINE 60 QUESTIONS)

- ▶ Practical

Trainers

- ▶ **PPB (Pengurus Pusat Bertauliah)**

- ▶ Mohd Noor Khidzan(Langkawi)
- ▶ Cikgu Ray (Melaka)

- ▶ **PPD (Pegawai Penilai Dalam)**

- ▶ Chitra Danapalan(Langkawi)
- ▶ A Razak KAMIS (Melaka)

- ▶ **PP (Pegawai Penilai)**

- ▶ Shaiful Adli, Zanariah (Langkawi)
- ▶ Zamri Che Pi / Koh Kian Choon / Zoher Mustan (Melaka)

PROCESS OF GETTING A BLUE (CITY) BADGE

1. SUBMIT NAME TO MOTAC (Ministry of Tourism)
2. REGISTER WITH JPK (Human Resource Ministry)
3. ATTEND THEORY & PRACTICAL CLASS
4. ASSESSMENT – PPL (by JPK)
5. FINAL EXAM – By MOTAC
6. Wait For Results (2 months)
7. APPLY LICENSE via TOURLIST (1 month)

PROCESS OF APPLYING BLUE (CITY) BADGE LICENSE

1. Register in TOURLIST as a user
2. Apply New License – Choose BANDAR
3. Upload requested documents :
 1. Kad Pengenalan (IC)
 2. Academic - Sijil Interview / SPM/ Diploma / Degree / Masters / PHD under MQA
 3. Passport foto (white background)
 4. Sijil Mesra Malaysia
 5. Medical Check up
 6. **Sijil Lulus Peperiksaan (Motac)**
 7. **Sijil Kehadiran (Motac)**
 8. **Resit Persatuan Pemandu Pelancong**



THE SYLLABUS

FROM JPK NOSS

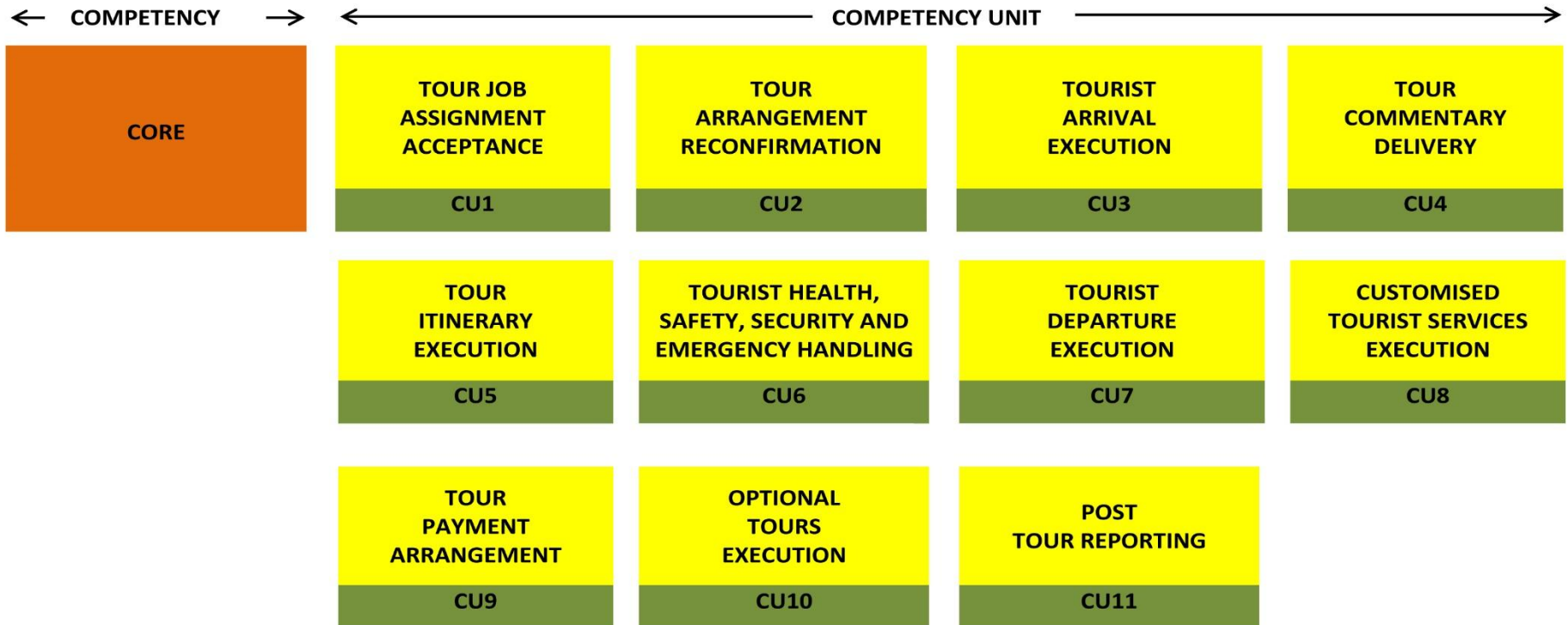
(National Occupational Service Standard)

HT-023-3:2012 - CITY GUIDE

Job Profile Chart (NOSS)

JOB PROFILE CHART (JPC)

SECTOR	HOSPITALITY AND TOURISM		
SUB SECTOR	TOURIST GUIDE		
JOB AREA	TOURIST GUIDE (CITY GUIDE)		
JOB LEVEL	THREE (3)	JOB AREA CODE	HT-023-3:2012



Competency Units (Syllabus)

Theory : 174 hrs, Practical 354 hrs

TOTAL : **500 hours**

1. Job Tour Assignment Acceptance **(16 hrs)**
2. Tour Arrangement Reconfirmation **(12 hrs)**
3. Tour Arrival Execution **(12 hrs)**
4. Tour Commentary Delivery **(300 hrs)**
5. Tour Itinerary Execution **(91 hrs)**
6. Tourist Health, Safety, Security & Emergency Handling **(22 hrs)**
7. Tourist Departure Execution **(15 hrs)**
8. Customized Tourist Services Execution **(17 hrs)**
9. Tourist Payment Arrangement **(17 hrs)**
10. Optional Tours Execution **(17 hrs)**
11. Post Tour Reporting **(6 hrs)**

Schedule : ZOOM MEETING

- ▶ **MON, TUE & WED (9.00 – 10.30pm) Theory**
- ▶ **WEDNESDAY (9.00-10.30pm) Theory Assessment**
 - ▶ Introduction & Assignment
 - ▶ CU1 - Job Tour Assignment Acceptance
 - ▶ CU2 - Tour Arrangement Reconfirmation
 - ▶ CU3 - Arrival Execution
 - ▶ **CU4 - Tour Commentary (Motac)**
 - ▶ **CU5 - Tour Itinerary (Motac)**
 - ▶ CU6 - Tourist Health & Safety
 - ▶ CU7 - Tourist Departure
 - ▶ CU8 - Customized Service
 - ▶ CU9 - Tourist Payment Arrangement
 - ▶ CU10 - Optional Tours
 - ▶ CU11 - Post Tor Reporting

**PREPARE
ASSIGNMENT
CU 4 & 5**

**10 X SLIDES
1 X COACHING**

Assessments

ASSESSMENT 1

- ▶ PPL (JPK)
 - ▶ 80% Attendance required
 - ▶ Mid of **Feb / Jun / Oct**
 - ▶ Students who passes PPL are entitled to sit for MOTAC Exam
 - ▶ SKM 3

ASSESSMENT 2

- ▶ Motac Examination
 - ▶ Mid **Apr / Aug / Dec**
 - ▶ Student who passes Motac Exam are entitled to apply for Blue Badge

ASSIGNMENT

▶ SLIDES CATEGORY

- ▶ HISTORY
- ▶ CULTURE
- ▶ PLACES OF INTEREST
- ▶ TRAVEL TRADE

▶ COACH

- ▶ LANGKAWI / MELAKA

10 X SLIDES
Present during PPL
& MOTAC EXAM

Choose Language

1 x COACHING
Present during PPL
& MOTAC EXAM

Choose Language

DISCUSSION

- ▶ SIJIL KEMAHIRAN MALAYSIA
- ▶ Apa yang dimaksudkan dengan TERAMPIL?



HT-023-3:2012

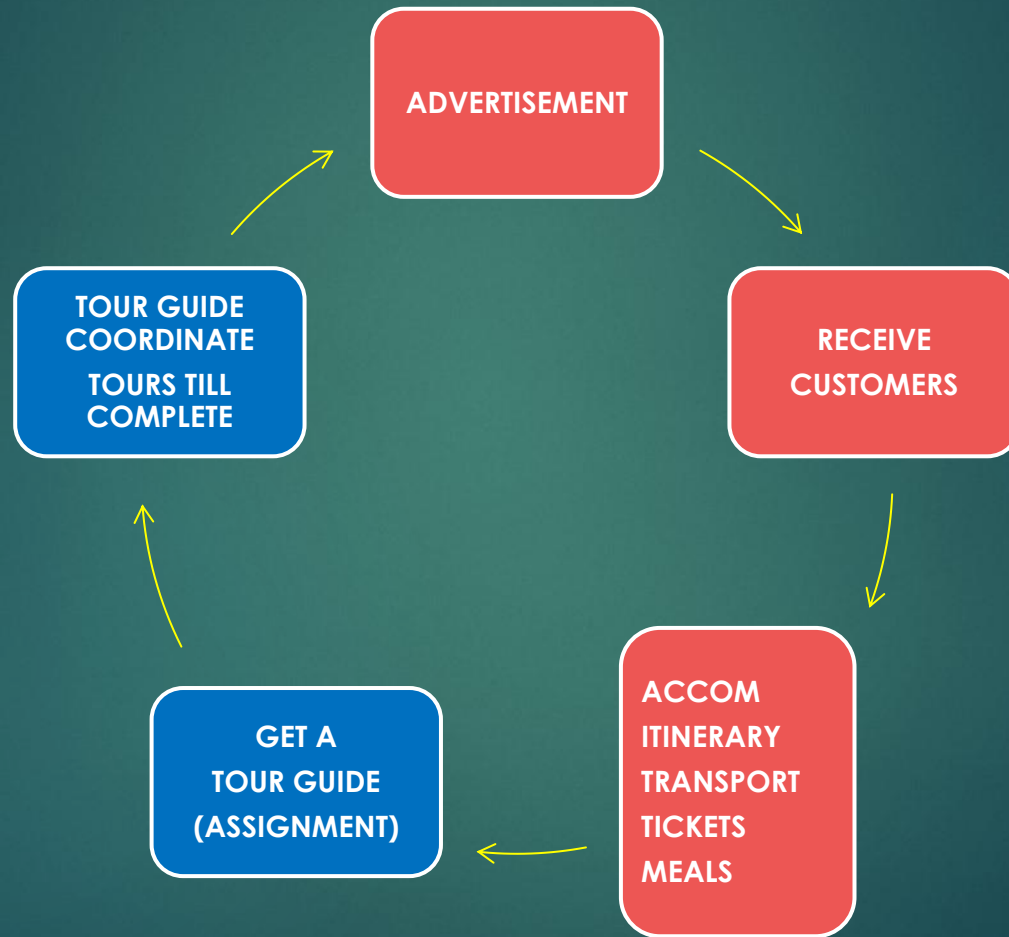
CU 1

TOUR JOB
ASSIGNMENT
ACCEPTANCE

Competency Unit Descriptor

Receive tour job assignment from customer in a hospitable manner in accordance with the Code of Ethics. The Tourist Guide who is competent in receiving the tour job assignment shall be able to communicate with customer, identify, confirm and accept tour job assignment.

CYCLE OF A HOLIDAY PACKAGE



Discussion

1. Is this a package from a Travel Agent?
2. What are the consequences?
3. Can a Tour Guide accept assignment from non-travel agent?

19
SAN FRANCISCO KUALA LUMPUR

Night Waking at
JONKER STREET
Melaka

Kota A Famosa

Baba Nyonya Heritage Museum

Your Amazing
3D2N MELAKA TRIP!

Only
RM200
Per Person

Inclusions: 2 night hotel accommodation and breakfast. A visit to Kota A Famosa, Jonker Street, Ticket to Baba Nyonya Heritage Museum, Asean Cultura Park and Melaka Sultanate Palace.

BOOK NOW!
017-5194932

APRIL 26-28, 2019 | 8AM

Discussion

1. Is this a package from a Travel Agent?
2. What are the features?

**GEO TRAVEL & TOURS
SDN BHD**

UMRAH

Dan ziarah

Perjalanan pensucian jiwa
Ke tanah suci



2 kali Bimbingan Umrah



17 HARI 15 MLM

BILIK BEREMPAT	RM 8599
BILIK BERTIGA	RM 9299
BILIK BERDUA	RM 10799

9 malam Mekah, 6 malam Madinah
Dua kali bimbingan umrah
Makan 3 kali sehari
Bagasi 4inl termasuk buku panduan
Bas Eksklusif berhawa dingin
Ziarah luar Mekah 2 kali
Ziarah luar Madinah 1 kali
Ziarah Raudah
Air zamzam – tertakluk kebenaran saudi

2-18 NOV 2024

Penerbangan
Flydubai/setaraf
Bertolak dari Langkawi/Penang
Visa UMRAH
LGK-PNG-DBX-JED
MED-DBX-PNG-LGK

Penginapan
Mekah : Snood Ajyad/Setaraf
Madinah : Artal International/ Setaraf

Usahasama
Geo Travel & Tours Sdn Bhd
SOFNA Travel & Tours Sdn Bhd

BOOK NOW
HJRAY
0194743454

Created by HjRay (12290)

Discussion

1. Who provides assignment?
2. How do you get assignment?

3D2N Langkawi - Melaka

Group : GEO LANGKAWI (20 PAX)

Tour Leader : Mr Fadhil

Itinerary

Day 1 :

12.00 : Arrival KLIA
12.30 : KLIA - Melaka
14.00 : RNR Ayer Keroh (Lunch Free & Easy & Solat)
15.00 : Check in Hotel Melaka.
19.00 : Dinner Free & Easy & Solat
21.00 : Melaka River Cruise

Day 2 :

07.00 : Breakfast
09.00 : Melaka heritage trail tour (3 hours)
12.30 : Lunch Free & Easy
14.00 : Melaka City Tour (3 hours)
17.00 : Return to Hotel
19.00 : Dinner Free & Easy
20.00 : Student Evening Activities

Day 3 :

07.00 : Breakfast & Check Out
09.00 : Visit Putrajaya
12.00 : Group Lunch & Solat
14.00 : KLIA

End



WHAT IS A TOUR ITINERARY?

▶ TOUR INTINERARY

▶ What is Tour Itinerary

- ▶ It is a Tour Package information and program movement prepared by the travel agent for tourists, it is a package which is bought/ chosen by the tourist.

▶ Purpose of Tour Itinerary

- ▶ as a guidance for Tourist Guide to conduct the tour accordingly such as organize their time, plan tour routing etc.
- ▶ as a reference for tourists and to ensure that they receive the service according to the tour package that they bought/chose.

Discussion

1. Who provides assignment?
 1. Travel Agent
 2. Hotel
 3. School
 4. Companies
 5. Organisations
 6. Individual
2. How do you get assignment?
 1. Whatsapp
 2. Social media
 3. Calls
 4. Email
 5. SMS
 6. Other

GROUP ACTIVITIES

3D2N Langkawi - Melaka

Group : GEO LANGKAWI

Tour Leader : Mr Fadhil

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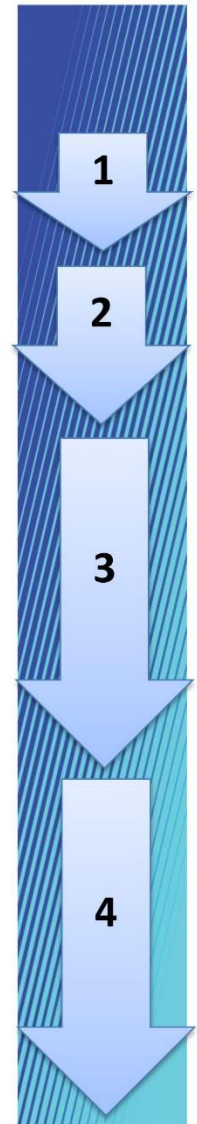
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14.00 : KLIA

End



Work Activities

1. Communicate with customer.
2. Identify tour job assignment.
3. Confirm tour job assignment details.
4. Accept tour job assignment.

GROUP ACTIVITIES

3D2N Langkawi - Melaka

Group : GEO LANGKAWI

Tour Leader : Mr Fadhil

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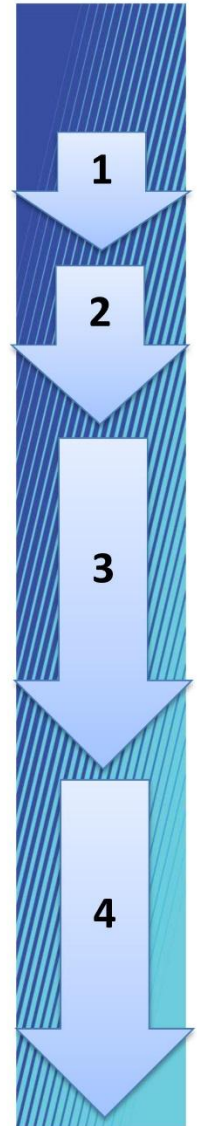
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End



Discussion

List items you may need to confirm when accepting an assignment

GROUP ACTIVITIES

3D2N Langkawi - Melaka

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Tour Leader : Mr Fadhil

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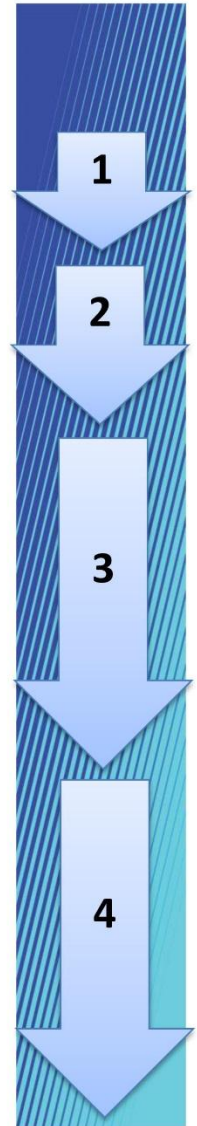
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14.00 : KLIA

End



Itinerary

Confirm job assignment details

- Date
- No of Pax
- Type of guests
- Accommodation
- Meals
- Places of visit
- Guest List
- Any special needs
- Tour Fees

GROUP ACTIVITIES

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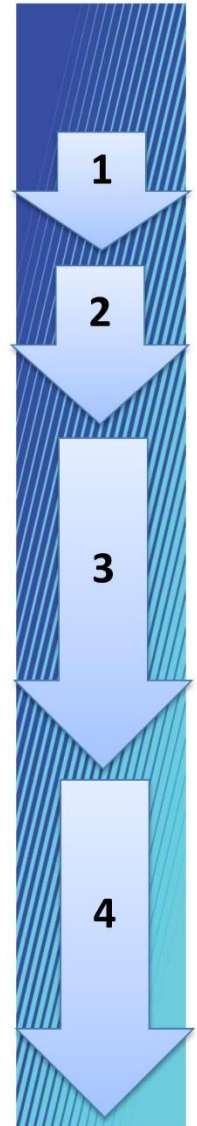
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14.00 : KLIA

End



- 
- ▶ Whether the accommodation is intended for one place or more, the following information needs to be verified and confirmed with the agent / group leader / guest(s) :
 - ▶ Place of accommodation(s)
 - ▶ Duration of stay
 - ▶ Check-in and check-out hours
 - ▶ Special arrangements (if any)
 - ▶ Payment arrangement
 - ▶ Upon receiving a guest, a responsible tour guide would verify with the guest of their accommodation details and arrangement to ensure there is no errors.

Contents of Tour Itinerary:

1. Group INFO

- Tour Leader Contact No
- No. of pax
- Guestlist / Rooming List
- Flight details - Flight No , ETA, ETD

2. TRANSPORT INFO

- Driver Name & Contact
- Bus Plate Number

3. ACCOMMODATION INFO

- Hotel Name
- Rooming List
- Bus Parking

4. ITINERARY

- Visiting places
- Time frame

5. MEALS / Any Special request

END of CU 1



Tourist guide CU2

HT-023-3:2012

TOUR ARRANGEMENT
RECONFIRMATION



TOUR ARRANGEMENT RECONFIRMATION



Competency Unit Descriptor

Reconfirm tour arrangement with service providers and places to be visited in a precise manner in accordance to the Tourist Guide's Code of Ethics, to ensure that sufficient facts are gathered to gain an understanding of the tour programme, the scope of service needed and the possible benefits that may accrue to the tourist. The Tourist Guide who is competent in reconfirming tour arrangement shall be able to verify tour itinerary, acquire up to date information related to tour arrangement activities and finalise tour arrangement

TOUR ARRANGEMENT RECONFIRMATION

TOUR ITINERARY

Tour itinerary is a piece of information about the journey or tour intended for a guest. It also includes other information or arrangement such as meals and activities. A sufficient knowledge on places of interests is required before a tour guide can successfully take guests around for outings.

1 VERIFY TOUR ITINERARY

Ensure Tour itinerary contents are confirmed

2 ACQUIRE UP-TO-DATE INFORMATION

Accurate tour arrangement information is obtained

3 FINALIZE TOUR ARRANGEMENT

- Information from service providers are obtained
- Customer / service provider confirmation is obtained

3D2N Langkawi - Melaka

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Tour Leader : Mr Fadhil

Itinerary

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Day 3 :

07.00 : Breakfast & Check Out
09.00 : Visit Putrajaya
12.00 : Group Lunch & Solat
14.00 : KLIA

End

1. GROUP INFO
 - Group Leader? HP No?
 - Guest list?
 - Dates?
 - Full Assignment?
 - My Fees, Meals & Accom?

2. ACCOMMODATION INFO
 - Hotel Payment?
 - Number of Rooms?
 - Dinner arrangement?

3. TRANSPORTATION INFO
 - Bus Paid? Driver?
 - Plate No? HP Driver?

4. MEALS INFO
 - If Paid, Need Voucher
 - If not Paid, need cash

5. ITINERARY INFO
 - Ticket?
 - If Paid, Need Voucher
 - If not Paid, Need Cash

SAMPLE VOUCHER ACCOMMODATION

GLH CONFIRMATION

GEO LEISURE HOLIDAYS SDN BHD, No 40, PSRN B Raya Langkawi Mall, Kuah, 07000 Langkawi. (T:+604 9672979 F:604 9670979)

PAYMENT NOTIFICATION

FROM GEO LEISURE HOLIDAYS SDN BHD
Contact : +6012 371 6979



TO	De Mawardah
TEL / FAX	014-9176388
EMAIL	demawardah_travel@yahoo.com
Account NO	
DETAILS	De Mawardah Hotel Bandarhilir Melaka Deluxe Twin x 5 room x 2nights Family Room x 5 rooms x 2 nights Bfast 25pax x 2 Days Full payment on 29/6/18
Check In	Sat 07 Jul 2018
Check Out	Mon 09 Jul 2018
Name	MR/S : GTS Student TG

Voucher #	11896
Package Ref #	GLH013
Reservation #	53847
Reservation date	Wed 04 Jul 2018
Qty/Pax	25

STATUS	FULLY PAID
Reference No	Online Payment

PAYMENT

THIS PAYMENT SLIP IS ONLY VALID IF
STATUS IS FULLY PAID and REFERENCE are provided

Thank Your and Regards

Raizam Tamin

Authorized Signature
sales@geoleisureholidays.com

PRINT

SAMPLE VOUCHER TICKET

GLH CONFIRMATION

GEO LEISURE HOLIDAYS SDN BHD, No 40, PSRN B Raya Langkawi Mall, Kuah, 07000 Langkawi. (T:+604 9672979 F:604 9670979)

PAYMENT NOTIFICATION



FROM GEO LEISURE HOLIDAYS SDN BHD
Contact : +6012 371 6979

TO	Perbadanan Pembangunan Sungai & Pantai Melaka
TEL / FAX	06-2814322 / 014-6601104
EMAIL	cclam@melakarivercruise.my
Account NO	03-9202-200-1183 (Ambank)
DETAILS	MELAKA RIVER CRUISE 25 tickets paid to : Am Bank 0392022001183
Check In	Sat 07 Jul 2018
Check Out	Mon 09 Jul 2018
Name	MR/S : GTS Student TG

Voucher #	11896
Package Ref #	GLH013
Reservation #	53848
Reservation date	Wed 04 Jul 2018
Qty/Pax	25

STATUS	FULLY PAID
Reference No	Online Payment

PAYMENT

THIS PAYMENT SLIP IS ONLY VALID IF
STATUS IS FULLY PAID and REFERENCE are provided
Thank Your and Regards

Raizam Tamin

Authorized Signature
sales@geoleisureholidays.com

PRINT

Reconfirmation STEPS



**Reconfirmation
With agent**



**Verification
With relevant
outlets**

FINALISE TOUR ARRANGEMENT

Reconfirmation

- ✓ Group Info
- ✓ Accommodation
- ✓ Transportation
- ✓ Meals
- ✓ Itinerary
- ✓ Tour Arrangement

Verification

Verify GROUP INFORMATION

1. Call / Message Tour Leader
2. Verify their ETA and Meet & Greet place
3. Verify No of Pax & Request Namelist
4. Verify Hotel information
5. Verify meals arrangement
6. Verify Places of visits

Verify Accommodation information

1. Call Hotel to verify number of rooms, status of payment
2. Inform Hotel your ETA
3. Verify meals arrangement
4. Arrange payment if hotel is not fully paid yet, ie verify amount to be paid
5. Check parking arrangement
6. If hotel is providing entrance ticket, reconfirm the numbers

Verify Transportation information

1. Call bus driver to verify number of seats, status of payment
2. Inform driver your ETA and place to meet
3. Verify meals arrangement
4. Check parking arrangement

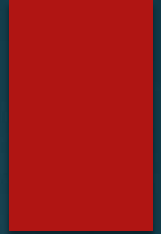
Verify Meals information

1. Call Hotel to verify Breakfast, Lunch & Dinner arrangement
2. Number of pax for each meals
3. Style of serving for each meal
4. Hours of meals
5. Status of payment for each meal

Verify (ITINERARY) & Places of Visit information

1. Call places of visits to verify opening hours, ticket prices, status of payment
2. Check parking availability

OTHER INFORMATION



Current situation and event

Situation :

- ✓ Flood
- ✓ Wind
- ✓ Climate
- ✓ Currency
- ✓ Time different

Event :

- ✓ Sport
- ✓ Exhibition
- ✓ Fiesta

END of CU2



Tourist guide CU3

HT-023-3:2012

TOURIST ARRIVAL EXECUTION



TOUR Arrival Execution



Competency Unit Descriptor

Execute tourist arrangement in a precise manner so that the Tourist Guide shall meet and greet tourist by following norm using pre-set procedures. Than, the tourist will receive a warm and friendly welcome in accordance to the industry's requirements. The Tourist Guide who is competent in executing tourist arrival shall be able to perform pre-arrival activities, meet and greet at arrival point, transfer tourist to accommodation destination check in.

WORK ACTIVITIES

1. Perform pre-arrival activities
2. Perform meet and greet
3. Transfer tourist to accommodation destination
4. Execute Accommodation Check-In

GROUP ACTIVITIES

3D2N Langkawi - Melaka

Group : GEO LANGKAWI

Tour Leader : Mr Fadhil

Itinerary

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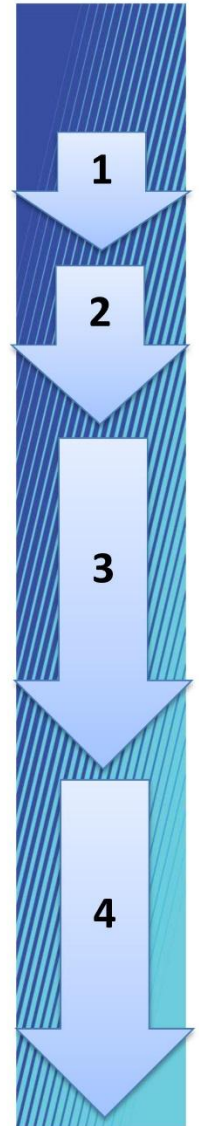
Day 2 :

07.00 : Breakfast
09.00 : Melaka heritage trail tour (3 hours)
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14.00 : Melaka City Tour (3 hours)
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Day 3 :

07.00 : Breakfast & Check Out
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14.00 : KLIA

End



Meet and Greet Information

Based on the itinerary and information received from Travel Agency and Tour Leader, the following information shall be needed to perform Meet & Greet

Name of Guest and Title	➔	FADHIL (GEO LANGKAWI)
Flight No / ETA	➔	AK 346 / 12.00 hr
Guest Origin	➔	LANGKAWI
Number of Pax	➔	20
Transport and Destination	➔	WTG 1991 – Hatten Melaka
		Create a PAGING

Meet and greet : Placard



GEO LANGKAWI
MR FADHIL
AK 346



Malaysian Welcome
Gesture



CONTOH GAMBAR PAKAIAN PEMANDU PELANCONG PEREMPUAN



- ✓ Standard Dress Code
- ✓ Batik / Baju Melayu / Collared shirt with tie
- ✓ Baju kurung / Kebaya / Decent dressing

Verify pre-arrival necessities :

DOUBLE CHECK YOUR ASSIGNMENT

- ✓ **Group Info** – Already contacted Tour Leader, ETA, ETD
- ✓ **Itinerary** – Set time limit, prepare delivery, check Vouchers if any
- ✓ **Meals** – Venue, check bus parking, already took cash from agent
- ✓ **Accommodation** – Already contact hotel and verify rooms
- ✓ **TRANSPORT Info** – Already arranged with driver and set time

Perform meet and greet

Meet and greet session :

- ✓ Code of Ethics
- ✓ Malaysian Way of Greeting
- ✓ SALAM MESRA MALAYSIA
- ✓ Short briefing about Coach
- ✓ Perform headcount
- ✓ Reminder of luggage
- ✓ Proceed to the Coach

Transfer tourist to accommodation

Welcoming speech

- Greetings
- Check Guestlist
- Perform headcount
- Welcoming speech
- Itinerary briefing for 3D2N

Execute accommodation check-in

Accommodation briefing :

1. Room listing
2. Type of rooms
3. Hotel facilities
4. Dinner Information
5. Breakfast Information.
6. Accommodation facilities.
7. Brief Itinerary for the evening
8. Brief Itinerary for the next day

END of CU3



Tourist Guide

CU 4

TOUR COMMENTARY DELIVERY

HT-023-3:2012



Work Activities



- GATHER INFORMATION ON THE RELEVANT TOPICS
- PREPARE STORYLINE FOR COMMENTARY DELIVERY
- CONDUCT TOUR COMMENTARY ON THE TOPICS
- HANDLE QUESTION AND ANSWER

SO THAT TOUR COMMENTARY DELIVERY IS PERFORMED IN A PRECISE MANNER FOLLOWING THE NORMS USING PRE-SET PROCEDURES IN ACCORDANCE TO THE TOURIST GUIDES' CODE OF ETHICS, SO THAT THE TOURIST ARE FULLY AND ACCURATELY INFORMED.

Discussion

List the types of
information
dissemination

Types of information dissemination

- ▶ Announcement – new information, updated info
- ▶ Briefing – short explanation
- ▶ **Story telling**
 - ▶ Opening
 - ▶ Content – facts & figures, personal experiences, guest experiences, do's and don'ts
 - ▶ Closing

Communication Skill



- ▶ Communication Tools
- ▶ Information
- ▶ Eye Contact
- ▶ Posture
- ▶ Facial Expression
- ▶ Body Language
- ▶ Personality

CONTENT - TOUR COMMENTARY



- ▶ HISTORY
- ▶ CULTURES
- ▶ TRAVEL AND TRADES
- ▶ PLACES OF INTERESTS

Malaysia in Brief



Source - Tourism Malaysia

- ▶ Malaysia is located in South East Asia
- ▶ What is the population of Malaysia?
- ▶ Population : 33 million
- ▶ How many states and federal territories are there?
- ▶ 13 States, 3 Federal Territories
- ▶ What are the percentage of 3 largest races in Malaysia?
- ▶ Malays 69%, Chinese 21%, Indians 10%



Langkawi Attractions

Mangrove Tour



Crocodile Farm



Makam Mahsuri

Under Water World



Cable Car



Tanjung Rhu





Pantai Cenang

Mardi



Gamat





Wild Life Park

Island Hopping



Laman Padi



Telaga Tujuh





Ayer Hangat Village



Langkawi Shopping Attractions

HIG Complex



RAMS LANGKAWI



Langkawi Parade



Billion





Melaka Attractions

A Famosa



Jonker Street Night Market



Chen Hoon Teng Temple



JASON © TIU

St Paul Church



Taming Sari Tower



Masjid Selat Melaka



Baba Nyonya Heritage Museum



Melaka Sultanate palace Museum



Christ Church Melaka



Dutch Square



The Shore Sky Tower



Studhuys



Museum Samudera



Klebang Beach



Shopping At Dataran Palawan



Melaka River Cruise



Melaka Wonderland Theme Park



A Famosa Safari Ride



Cheng Ho Museum



A Famosa Water Theme Park



Francis Xavier Church



Mini Malaysia & ASEAN Cultural Park



Zoo Melaka



Ikan Bakar Serkam



Galeri Lebah Melaka



END of CU4

